

ACTIVE CASES
Analysis June 2003 QA Results for Food Stamps

Sample Size: 96
(drops excluded)

Statewide Total June:

Total Issuance in Sample: \$15,273.00
Total Number Error Cases: 20
Error Amount Total: \$ 1,203.00
Percentage of Dollars in Error: 7.88%

FFY 2003 Error Rate YTD: 9.5%

Milwaukee County - June:

Total Issuance in Sample: \$6,792.00
Tot Number of Error Cases: 9
Error Amount Total: \$ 690.00
Percentage of Dollars in Error: 10.2%

FFY 2003 Error Rate: 12.2%

Rest of State- June:

Total Issuance in Sample: \$ 8,481.00
Total Number of Error Cases: 11
Error Amount Total: \$ 513.00
Percentage of Dollars in Error: 6.0%

FFY 2003 Error Rate: 7.3%

CHANGE REPORTING WAIVER (Phase 1)

A review of error cases that in the best-case scenario would not be considered errors under the new change reporting waiver shows the following results. **The error rate for June would look like this:**

- **Statewide Totals:**

Total Number Error Cases: 15
Error Amount Total: \$ 936.00
Percentage of Dollars in Error: 6.13% (June)

- **Milwaukee County Totals:** (under Phase 1 of Reduced Reporting)

Total Number of Error Cases:	7	
Error Amount Total:	\$ 597.00	
Percentage of Dollars in Error:	8.79%	(June)

- **Rest of State Totals** (under Phase 1 of Reduced Reporting)

Total Number of Error Cases:	8	
Error Amount Total:	\$ 339	
Percentage of Dollars in Error:	3.99%	(June)

Statewide, of the 20 errors, 12 were agency preventable errors, and 8 were client “failure to report” errors—five of which would likely not be considered errors under new waiver . The rest would still be included as they all were either failure to report correct circumstances at application or review, or failure of the worker to act on reported changes correctly. There were no CARES errors.

Overview of the errors and where they occurred:

- The monthly state rate has continued to decline since February.
- **APES:** Of the 12 APES, 6 were in Milwaukee, and 6 in balance of state.
Type of APES (primary error-- some had multiple reasons):
 - 2 Household Comp: reported FS Group person-adds not done (in one, they added the person, but didn’t do supplement timely.)
 - 2 Earnings Budgeting: - failure to correctly verify and/or and budget earnings
 - 2 Rent or utilities -incorrect budgeting.
 - 2 State SSI or SSIE incorrectly budgeted
 - 1 - FS cases opened without an application (case had closed; agency reopened without new app and FTF interview. QC is required to use actual review month circumstances, which is very risky—
 - 1 - failure to act on new hire alert
 - 1 Self-employment budgeting incorrect
 - 1 CS budgeting incorrect (also a secondary error on another case)
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- **Client non-reporting:**
- Types of non-reporting errors:
 - 1- Failure to report assets over limit
 - 1- Failure to report new job
 - 1- Failure to report wage rate increase

- 1 -Failure to report Unemployment Comp ended
- 1 –Failure to Report Participation in Tribal Food Distribution Program (renders them ineligible for FS for that month)
- 1-Ineligible Alien presented false documentation of alien status (Agency worker unaware of the SAVE secondary verification procedure)
- 1-Failure to report correct expense

Trends or Possible Recommendations?

- Positive downward trends. Since November and February spikes are annually dictating the overall error rate, is there any way to address those particular months and causes?
- Opening without a face to face interview and application continues to be a problem .
- Some client errors (5) would likely not have been considered errors under the Reduced Reporting waiver Phase 1

“Biggest Contributors”: The two cases that caused the largest dollar errors for June 2003 (including client errors):

(Milwaukee): \$182 error. Agency Worker failed to act on a new hire of April 11 until July 1.

(Milwaukee): \$110 error. Agency Worker failed to add a person to the household and FS group. The client reported in January that her grandson moved into the house, and budgeted the Kinship Care income for the child but did not add the child to increase the household.

mbw

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